

Field Offices—Small Business Administration—Continued

(RO: Regional Office; DO: District Office; BO: Branch Office)

Office	Address	Officer in Charge	Telephone
Sacramento, CA (DO) ..	Suite 7-500, 650 Capital Mall, 95814	James O'Neal	916-930-3700
San Diego, CA (DO)	Suite 550, 550 W. C St., 92101	George P. Chandler, Jr. ..	619-557-7250
San Francisco, CA (DO)	6th Fl., 455 Market St., 94105	Mark Quinn	415-744-6801
Santa Ana, CA (DO)	Suite 700, 200 W. Santa Ana Blvd., 92701	Sandra Sutton	714-550-7420
SEATTLE, WA (RO)	Suite 1805, 1200 6th Ave., 98101-1128	Conrad Lee	206-553-5676
Anchorage, AK (DO)	Suite 310, 510 L St., 99501	Frank Cox	907-271-4022
Boise, ID (DO)	Suite 290, 1020 Main St., 83702-5745	Thomas Bergdoll	208-334-1696
Portland, OR (DO)	Suite 1050, 1515 SW. 5th Ave., 97201-6695	Phil Gentry	503-326-2682
Seattle, WA (DO)	Suite 1700, 1200 6th Ave., 98101-1128	Robert P. Meredith	206-553-7310
Spokane, WA (BO)	Suite 200, 801 W. Riverside, 99201	Ted Schinzel, <i>Acting</i>	509-353-2810

Disaster Area Offices

Office	Address	Telephone
Atlanta, GA	Suite 300, 1 Baltimore Pl., 30308	404-347-3771
Fort Worth, TX	Suite 102, 4400 Amon Carter Blvd., 76155	817-885-7600
Niagara Falls, NY	3d Fl., 360 Rainbow Blvd. S., 14303	716-282-4612
Sacramento, CA	Suite 208, 1825 Bell St., 95825	916-566-7246

Sources of Information

Electronic Access Information on the Small Business Administration is available electronically by various means. Internet, www.sba.gov. FTP, <ftp://sbaonline.sba.gov>.

Access the U.S. Business Adviser through the Internet, at www.business.gov.

Access the Administration's electronic bulletin board by modem at 800-697-4636 (limited access), 900-463-4636 (full access), or 202-401-9600 (Washington, DC, metropolitan area).

General Information Contact the nearest Small Business Administration field office listed in the preceding text,

or call the SBA answer desk. Phone, 800-8-ASK-SBA. Fax, 202-205-7064. TDD, 704-344-6640.

Public Affairs For public inquiries and small-business advocacy affairs, contact the Office of Public Communications and Public Liaison, 409 Third Street SW., Washington, DC 20416. Phone, 202-205-6740. Internet, www.sba.gov.

Publications A free copy of *The Resource Directory for Small Business Management*, a listing of for-sale publications and videotapes, is available from any local SBA office or the SBA answer desk.

For further information, contact the Office of Public Communications and Public Liaison, Small Business Administration, 409 Third Street SW., Washington, DC 20416. Phone, 202-205-6740. Internet, www.sba.gov.

SOCIAL SECURITY ADMINISTRATION

6401 Security Boulevard, Baltimore, MD 21235

Phone, 410-965-1234. Internet, www.ssa.gov.

Commissioner of Social Security
Deputy Commissioner
Chief of Staff

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JAMES B. LOCKHART III
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Counselor to the Commissioner	LAURENCE J. LOVE
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Assistant Deputy Commissioner for Finance, Assessment, and Management	ANTHONY F. DINOTO
Deputy Commissioner for Operations	LINDA S. MCMAHON
Assistant Deputy Commissioner for Operations	MARY E. GLENN-CROFT
Deputy Commissioner for Systems	WILLIAM E. GRAY
Assistant Deputy Commissioner for Systems	G. KELLY CROFT
Deputy Commissioner for Human Resources	REGINALD F. WELLS
Assistant Deputy Commissioner for Human Resources	FELICITA SOLA-CARTER
Inspector General	PATRICK P. O'CARROLL, <i>Acting</i> (VACANCY)
Deputy Inspector General	LISA DE SOTO
General Counsel	THOMAS W. CRAWLEY
Deputy General Counsel	MARTIN H. GERRY
Deputy Commissioner for Disability and Income Security Programs	
Assistant Deputy Commissioner for Disability and Income Security Programs (Program Policy)	FREDERICK G. STRECKEWALD
Assistant Deputy Commissioner for Disability and Income Security Programs (Disability Operations)	PATRICIA A. JONAS
Deputy Commissioner for Legislation and Congressional Affairs	ROBERT M. WILSON
Assistant Deputy Commissioner for Legislation and Congressional Affairs	DIANE B. GARRO
Chief Actuary	STEPHEN C. GOSS
Deputy Chief Actuary (Short Range)	ELI N. DONKAR
Deputy Chief Actuary (Long Range)	ALICE H. WADE
Deputy Commissioner for Communications	JAMES J. COURTNEY
Assistant Deputy Commissioner for Communications	PHILIP A. GAMBINO
Deputy Commissioner for Policy	PAUL S. HEWITT
Assistant Deputy Commissioner for Policy	PAUL N. VAN DE WATER
Chief Information Officer	THOMAS P. HUGHES
Deputy Chief Information Officer	D. DEAN MESTERHARM
Chief Strategic Officer	MYRTLE S. HABERSHAM
Deputy Chief Strategic Officer	SUSAN A. KENNEDY

[For the Social Security Administration statement of organization, see the Code of Federal Regulations, Title 20, Part 422]

The Social Security Administration manages the Nation's social insurance program—consisting of retirement, survivors, and disability insurance programs—commonly known as Social Security. It also administers the Supplemental Security Income program for the aged, blind, and disabled. The Administration is responsible for

studying the problems of poverty and economic insecurity among Americans and making recommendations on effective methods for solving these problems through social insurance. The Administration also assigns Social Security numbers to U.S. citizens and maintains earnings records for workers under their Social Security numbers.

The Social Security Administration (SSA) was established by Reorganization Plan No. 2 of 1946 (5 U.S.C. app.), effective July 16, 1946. It became an independent agency in the executive branch by the Social Security Independence and Program Improvements Act of 1994 (42 U.S.C. 901), effective March 31, 1995.

The Administration is headed by a Commissioner, appointed by the President with the advice and consent of the Senate.

In administering the programs necessary to carry out the agency's mission, by law the Commissioner is assisted by a Deputy Commissioner who performs duties assigned or delegated by the Commissioner, a Chief Financial Officer, a Chief Information Officer, a Chief Strategic Officer, a General Counsel, a Chief Actuary, and an Inspector General.

Programs and Activities

Old-Age, Survivors, and Disability Insurance

The agency administers these social insurance programs, which provide monthly benefits to retired and disabled workers, their spouses and children, and to survivors of insured workers. Financing is under a system of contributory social insurance, whereby employees, employers, and the self-employed pay contributions that are pooled in special trust funds. When earnings stop or are reduced because the worker retires, dies, or becomes disabled, monthly cash benefits are paid to partially replace the earnings the family has lost.

Supplemental Security Income The agency administers this needs-based program for the aged, blind, and disabled. A basic Federal monthly payment is financed out of general revenue, rather than a special trust fund. Some States, choosing to provide payments to supplement the benefits, have agreements with the Administration

under which it administers the supplemental payments for those States.

Medicare While the administration of Medicare is the responsibility of the Centers for Medicare and Medicaid Services, the Social Security Administration provides Medicare assistance to the public through SSA field offices and processing centers, and adjudicates requests for hearings and appeals of Medicare claims.

Black Lung By agreement with the Department of Labor, SSA is involved in certain aspects of the administration of the black lung benefits provisions of the Federal Coal Mine Health and Safety Act of 1969, as amended (30 U.S.C. 901).

Regional Offices Social Security Administration operations are decentralized to provide services at the local level. Each of the SSA 10 regions, under the overall direction of its Regional Commissioner, contains a network of field offices and teleservice centers, which serve as the contact between SSA and the public. The Administration operates 1,282 field offices, 36 teleservice centers, and 6 program service centers. These installations are responsible for the following:

- informing the public of the purposes and provisions of Social Security programs and their rights and responsibilities;

- assisting with claims filed for retirement, survivors, disability, or health insurance benefits, black lung benefits, or Supplemental Security Income;

- developing and adjudicating claims;

- assisting certain beneficiaries in claiming reimbursement for medical expenses;

- developing cases involving earnings records, coverage, and fraud-related questions;

- making rehabilitation service referrals; and

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    Central[COMMISSIONER  
DEPUTY COMMISSIONER  
CHIEF OF STAFF  
SENIOR ADVISORS  
EXECUTIVE COUNSELOR ON INTERAGENCY ADJUDICATION]
    SEO[SENIOR EXECUTIVE OFFICER]
    ES[EXECUTIVE SECRETARY]
    CC[COUNSELOR TO THE COMMISSIONER]
    CA[CHIEF ACTUARY]
    GC[GENERAL COUNSEL]
    IG[INSPECTOR GENERAL]

    SEO --- Central
    ES --- Central
    CC --- Central
    Central --- CA
    Central --- GC
    Central --- IG
  
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DEPUTY COMMISSIONER, FINANCE, ASSESSMENT AND MANAGEMENT OFFICER	DEPUTY COMMISSIONER, OPERATIONS	DEPUTY COMMISSIONER, SYSTEMS	DEPUTY COMMISSIONER, HUMAN RESOURCES	DEPUTY COMMISSIONER, DISABILITY AND INCOME SECURITY PROGRAMS	DEPUTY COMMISSIONER, LEGISLATION AND CONGRESSIONAL AFFAIRS	DEPUTY COMMISSIONER, COMMUNICATIONS AND TECHNOLOGY	DEPUTY COMMISSIONER, POLICY	CHIEF INFORMATION OFFICER	CHIEF STRATEGIC OFFICER
QUALITY ASSURANCE AND PERFORMANCE ASSESSMENT OPERATIONS FINANCIAL POLICY AND OPERATIONS BUDGET ACQUISITION AND GRANTS FACILITIES MANAGEMENT PUBLICATIONS AND LOGISTICS MANAGEMENT	AUTOMATION SUPPORT PUBLIC SERVICE AND OPERATIONS SUPPORT TELEPHONE SERVICES CENTRAL OPERATIONS ELECTRONIC SERVICES	TELECOMMUNICATIONS AND SYSTEMS OPERATIONS SYSTEMS ELECTRONIC SERVICES DISABILITY AND SECURITY INCOME SYSTEMS EARNINGS, EMERGERATION AND ADMINISTRATION SYSTEMS ENTERPRISE SUPPORT, ARCHITECTURE AND ENGINEERING RETIREMENT AND SURVIVORS INSURANCE SYSTEMS	PERSONNEL LABOR MANAGEMENT SYSTEMS CIVIL RIGHTS AND EQUAL OPPORTUNITY TRAINING	INTERNATIONAL PROGRAMS INCOME SECURITY PROGRAMS EMPLOYMENT SUPPORT PROGRAMS DISABILITY DETERMINATIONS DISABILITY PROGRAMS PROGRAM DEVELOPMENT AND RESEARCH HEARINGS AND APPEALS	LEGISLATIVE RESEARCH AND CONGRESSIONAL CONSTITUENT RELATIONS LEGISLATIVE DEVELOPMENT LEGISLATIVE RELATIONS	PRESS OFFICER COMMUNICATIONS AND TECHNOLOGY EXTERNAL AFFAIRS PUBLIC INQUIRIES	RESEARCH, EVALUATION, AND STATISTICS DISABILITY AND INCOME ASSISTANCE POLICY RETIREMENT POLICY	INFORMATION TECHNOLOGY SYSTEMS REVIEW INFORMATION TECHNOLOGY SECURITY POLICY	QUALITY MANAGEMENT STRATEGIC MANAGEMENT WORKFORCE ANALYSIS COMPETITIVE SOURCING

—assisting claimants in filing appeals on SSA determinations of benefit entitlement or amount.

Hearing Offices SSA also administers a nationwide hearings and appeals program which provides a mechanism for individuals dissatisfied with determinations affecting their rights to and amounts of benefits or their participation in programs under the

Social Security Act. The act allows for administrative appeals of these determinations in accordance with the requirements of the Administrative Procedure and Social Security Acts. SSA has approximately 140 hearing offices located in the 10 SSA regions.

For further information, contact the Social Security Administration. Phone, 800-772-1213 (toll free).

Sources of Information

Inquiries on the following subjects may be directed to the appropriate office, Social Security Administration, 6401 Security Boulevard, Baltimore, MD 21235.

Contracts and Small Business Activities Contact the Office of Acquisitions and Grants. Phone, 410-965-9457 or 410-965-7467.

Electronic Access Information regarding the Social Security Administration may be obtained through the Internet at www.ssa.gov.

Employment For information about careers with the Social Security Administration, go to www.ssa.gov/careers. For current vacancies, go to <http://jobsearch.usajobs.opm.gov/a9ssajob.asp>.

General Information The Office of the Deputy Commissioner for Operations manages SSA's toll-free public service telephone. Phone, 800-772-1213 (toll free). TTY, 866-325-0778 (toll free).

Inspector General The Office of the Inspector General maintains a 24-hour toll-free hotline to receive allegations and complaints relative to SSA operations nationwide. Phone, 800-269-0271 (toll free). Fax, 410-597-0118.

Publications The Office of the Deputy Commissioner for Communications

publishes numerous pamphlets concerning SSA programs. Single copies may be obtained at any local office or by calling 800-772-1213. SSA also collects a substantial volume of economic, demographic, and other data in furtherance of its program mission. Basic data on employment, payments, and other items of program interest are published regularly in the *Social Security Bulletin*, its *Annual Statistical Supplement*, and in special releases and reports that appear periodically on selected topics of interest to the public. Additional information may be obtained from the Division of Research, Evaluation, and Statistics, 400 Virginia Avenue SW., Washington DC 20254. Phone, 202-358-6405.

Reading Room Requests for information, for copies of records, or to inspect records may be made at any local office or the Headquarters Contact Unit, Room G-44, Altmeyer Building.

Speakers and Films SSA makes speakers, films, and exhibits available to public or private organizations, community groups, schools, etc., throughout the Nation. Requests for this service should be directed to the local Social Security Office.

For further information, contact the Office of Public Inquiries, Social Security Administration, 6401 Security Boulevard, Baltimore, MD 21235. Phone, 410-965-7700. Internet, www.ssa.gov.